



SYSTEMS MANAGER I

Characteristics of Work

Positions in the Information Technology (IT) Management family are responsible for the overall management and supervision of a staff of technical and support personnel who provide Information Technology services. These roles may be found within an Agency or in a unit of Information Technology Services (ITS). They are differentiated from the various "Lead" roles in the Information Technology Career Model in that their focus is on broader management issues including planning, organizing, and integrating the functions that report to them.

The Systems Manager I position has responsibility for managing professional and support staff in two or more core functions (e.g. infrastructure, operations and support and systems delivery) or where there are professional and technical staff working in areas of systems delivery and integration. Their primary focus is on providing their Agency or Information Technology Services unit with optimal systems and services to support their business needs. In this role they are typically a key member of the management team for the Agency supported or within the Information Technology Services organization.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Manages various technical and personnel resources that support core agency functions related to information systems.

Provides the agency with technology resources (infrastructure, operations, support, and systems delivery) to meet business needs.

Makes ongoing recommendations to enhance the agency's business applications to ensure program objectives are met.

Coordinates the activities and functions of assigned areas to ensure integrated delivery of systems.

Manages the activities and functions of assigned areas to ensure integrated delivery of systems.

Coordinates the resolution of technical problems in conjunction with vendors and other technical staff.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Manages day-to-day activities of the technical staff to ensure adequate systems delivery and problem resolution.
2. Ensures the technical environment is adequate to meet the business needs of the agency.

3. Makes recommendations to senior management regarding the planning and budgeting of technology resources.
4. Coordinates the maintenance of existing systems and development of new systems.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field;

AND

Experience:

Six (6) years of directly related experience in a similar technical environment.

OR

Education:

An Associate's Degree from an accredited two-year college in computer science, data processing, business information systems, or a related field;

AND

Experience:

Eight (8) years of directly related experience.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Ten (10) years of directly related experience.

Substitution Statement

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion of an exam may be substituted for one (1) year of the required experience (certificate must be attached).

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.